



## What are the DOH Training Content Standards?

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The DOH Training Content Standards are one of the DOH LMS Support documents used to provide guidelines to help standardize and streamline our DOH LMS processes and they support our DOH e-Learning Solutions.

### DOH Training Development Content Standards

The [DOH Training Content Standards](#) document helps to ensure trainings produced through the Department of Health are of high quality and fit the strategic objectives of the system. The standards provide an explanation of each component, and work in conjunction with training development.

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The DOH Training Content Standards are based on the DOH **ADDIER Instructional Design Model**. All DOH Course Content Owners are required to follow the ADDIER Instructional Design Model in creation of the course: Analysis, Design, Development, Implementation, Evaluation, and Revision.

### Public Health Foundation Train Course Requirements

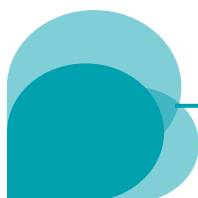
The TRAIN Affiliate Agreement states: "PHF reserves the right to refuse or revoke any organization's privilege to submit courses to TrainingFinder.org that are inconsistent with the purpose, scope, and target audiences of TrainingFinder.org, or for any reason".

Pursuant to the TRAIN Affiliate Agreement and PHF TRAIN Policy, the following are the minimum course listing requirements for TRAIN Florida:

1. Courses must be designed for the continuing education and training of professionals who protect the public's health and be consistent with the target audiences in the TRAIN course search fields. Consumer-oriented health education classes and materials are not permitted.
2. Courses must be designed to build knowledge, skills, or competencies in one or more of the subject areas listed in the TRAIN course search fields.
3. Course materials must be designed for instructional (**not reference**) use by learners or trainers. Courses must be delivered in formats consistent with the formats in the TRAIN course search fields. Books, brochures, articles, palm cards, and other reference materials are not permitted unless continuing education credits are associated or the materials are designed as a self-study program.

### Standardizing DOH Training Content and Delivery

To ensure that DOH course materials meet the PFH TRAIN standards, OPQI-WFD is drafting for approval the DOH LMS Training Content Standards; designed to ensure that trainings produced through the Department of Health are of high quality and fit the strategic objectives of TRAIN.





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The standards provide an explanation of each component and work in conjunction with the Training Development and Review Rubric.

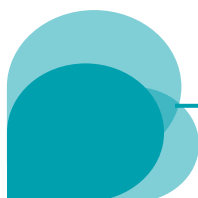
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The TRAIN Florida Site and Local Administrators are responsible for assuring that courses meet these minimum requirements. The Public Health Foundation (PHF) will periodically review courses to ensure all affiliates approve courses consistent with these minimum requirements. The TRAIN Florida Site Administrators may apply additional state-specific standards to decide whether a course may be approved or viewed on the TRAIN Florida site.

The TRAIN Florida Site and Local Administrators can amend the Course Provider responsibilities. The Course Provider responsibilities include and are not limited to the following tasks related to the TRAIN Florida site management, communications, and coordination:

1. Course Providers are responsible for entering their course information into the TrainingFinder.org database and keeping this information up to date.
2. Course Providers must agree to allow PHF and TrainingFinder Real-time Affiliate Integrated Network (TRAIN) Affiliates use of course titles and organizational name for publicity of the TrainingFinder.org or TRAIN Affiliate sites.
3. All DOH statewide courses entered by the Local Administrators are placed in a temporary holding bin until approved for listing by the TRAIN Florida Site administrator(s). All local level courses entered by Course Providers are placed in a temporary holding bin until approved for listing by the Local Administrator(s). Course Providers will be notified by system e-mail upon approval or denial of a course. Furthermore, courses will automatically become de-activated once the entered de-activation date arrives. Course Providers may modify the date prior to de-activation.
4. A part of the DOH Training Development and Review Rubric, the TRAIN Florida Site Administrators reserve the right to edit course listings, subject areas, target audiences, or other attributes for clarity and overall consistency with TrainingFinder.org submission requirements. TRAIN Affiliates also reserve the right to block any course from view on their individual site, even if the course was approved by another TRAIN Affiliate.





5. PHF reserves the right to refuse or revoke any organization's privilege to submit courses to TrainingFinder.org that are inconsistent with the purpose, scope, and target audiences of TrainingFinder.org, or for any reason.
6. Course Providers should list their courses on TRAIN through the TRAIN Florida site only.

### DOH Training Content Standards - Components and Requirements

#### The [DOH Training Content Standards Requirements](#)

The DOH ADDIER Model guides the framework of the Standards: Analysis, Design, Develop, Implement, Evaluate, and Revise. An online training course in instructional design and development, titled “**FDOH ADDIER** Instructional Design and Development”, provides an in-depth presentation of the Model components and associated practices.

The course goal is to help improve DOH training by teaching designers and developers how to apply the principles and best practices of instructional design and development, or IDD.

**All DOH LMS Administrators who approve courses and DOH Course Providers are required to complete this ADDIER training prior to requesting the Course Provider role for creating and assessing instruction** in concurrence with the DOH LMS Training Policy, DOH LMS IOP, and DOH Training Content Standards. The DOH ADDIER Model assures that courses provide a framework to support efficient, effective, and engaging learning opportunities.

DOH LMS Administrators and Course Providers are required to have a working knowledge of the **DOH Training Content Standards**, apply and use the DOH Training Content Standards components (tools and resources).

#### Additional Requirements

Per Department protocol, **all DOH training courses must be delivered in TRAIN Florida**. Courses in TRAIN Florida limit course and course material duplication, and provide TRAIN Florida Administrators with the ability to assist with course registration and listing practices.

The DOH LMS delivery method requirements support the DOH goals to standardize the DOH LMS process. The requirements are as follows:

- All training content must reside on an external server. This allows the TRAIN Florida learner 24 hours a day, seven days a week access to the content material.
- All course titles, learner guides and resources must follow TRAIN Florida naming convention standards.
- All courses have a corresponding Learner Guide. The Learner Guide must be ADA compliant.
- All courses must be delivered in accordance with the DOH LMS Internal Operating Procedures, Section III, (D) Course Creation Standards and Approval.
- All online course presentations must be delivered in a media format; flash, video or media windows file.





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- All audio-visual course materials must comply with the DOH LMS Flash and Video procedures.

### The DOH Training Content Standards Components

The Department has created the following DOH Training Content Standards components (tools and resources) to help you meet the requirements:

#### **Training Needs Assessment Steps**

##### What is a training needs assessment?

A tool utilized to identify what educational courses or activities should be provided to employees to improve their work productivity. Focus should be placed on needs as opposed to desires. For example, training dollars would be better spent on a new employee in the accounting department who needs to learn Microsoft Excel for their job duties as opposed to learning Microsoft Publisher which the employees want but does not need.

##### Why conduct a training needs assessment?

- To pinpoint if training will make a difference in productivity and the bottom line.
- To decide what specific training each employee needs and what will improve their job performance.
- To differentiate between the need for training and organizational issues.

#### **Training Needs Analysis form**

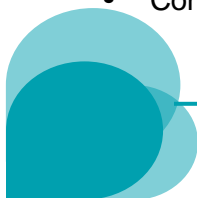
##### Rockwell Collins' Training Needs Analysis Form

This needs-analysis form was created to help business unit leaders in determining their training needs. This form was developed at Rockwell Collins to show whether a training request was a legitimate one. Before any appeal for training could be processed, managers had to complete the online form outlining the specifics of the training they felt was necessary. It also served as a mini-tutorial for managers on training-needs analysis.

#### **DOH LMS Flash and Video Procedures**

In order to meet the need for current and future online self-paced courses the Office of Performance and Quality Improvement (OPQI) and the DOH Web Team have developed a standard process for Flash and video presentations for use in the Department's LMS. The benefits of the process are:

- Standardized Flash and video presentations that meet web standards
- Training content delivery that meets DOH training standards and ADA requirements
- The DOH Web Team can ensure consistent content and meet network requirements
- Content developers are able to use the best method and training application for delivery





Effective January 31, 2011, the DOH LMS Flash and Video Procedures include specific instructions and requirements for Flash and video presentations.

### DOH Course Storyboard and Script template

To assist with the successful narration of a course and provide a record of course material, all narrated courses must have a written script.

The script must follow the sequence of the presentation in logical order. The [DOH Course Storyboard and Script template](#) provides a standardized DOH script template. The script template is also located in the [TRAIN Florida Course Providers Knowledge Center](#) web page and in the TRAIN Florida Library.

### Writing Course Objectives

Course objectives are important to list within a course because they state clearly the training's alignment to public health domains and competencies, knowledge, skills, and abilities (KSAs), as well as learning and performance objectives. The objectives provide a means to determine if learning and performance outcomes are fulfilled. They also provide an observable means of determining learner knowledge, skill, and ability attainment. In addition, identifying these factors supports the creation of instructional and evaluation methods. For further information and examples of effective course objective development, please review the [Writing Course Objectives](#) document.

### Action Verbs for Course Objectives

#### Course objectives must:

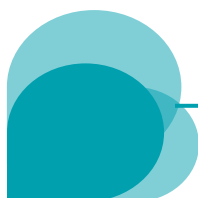
- Clearly state what the learners will know or be able to do at the conclusion of the course.
- Begin the objective phrase with an action verb. See [Action Verbs for Course Objectives document](#) for examples.
- Pertain to an observable form of knowledge, skill, or ability initiatives.
- Align with course content.

### Public Health Core Competencies

Core Public Health Competencies are divided into (8) domains and reflect a 3-tiered method to accomplish the various levels of employee career experiences and or knowledge.

#### About the Three Tiers – 1, 2 and 3

Tiers 1, 2 and 3 reflect the Core Competencies that public health professionals at different stages of their career may wish to have. Specifically, Tier 1 Core Competencies apply to entry level public health professionals (i.e. individuals that have limited experience working in the public health field





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and are not in management positions); Tier 2 Core Competencies apply to individuals with management and/or supervisory responsibilities; and Tier 3 Core Competencies apply to senior managers and/or leaders of public health organizations.

### Aligning Objectives and Tests

Tests should measure what is important within a training based on individual performance objectives. When taken together the individual performance objectives serve and contribute to the overall instructional goals of the training.

Tests should be aligned with the goals of the training course. If the goal is awareness, the test should not ask questions that only an expert needs to know. If the goal is functional skill, it might be useful to test on some knowledge associated with the skill, but the performance of the skill itself should be the ultimate test.

Most importantly, test questions should measure how well the student achieves performance objectives. Performance objectives are the basis for test questions. Once we know the objective, test questions can be written that measure whether or not the learner has achieved the specified performance objective.

**Section 1** of this document provides an example of aligning test (assessment) questions by course objective using a simple Word document table.

**Section 2** is a sample Question Matrix that shows another method to align course objectives and test (assessment) questions.

We recommend that you use the [Question Matrix Template](#) when creating your TRAIN Florida course assessment.

### PowerPoint Training Course Templates and Guide

- The Department has created branded PowerPoint training templates for all mandatory, required, and recommended courses listed on the DOH Training Matrix, and for local level courses. Once a course is created using these PowerPoint templates, it must be converted to a Flash presentation before it can be delivered in TRAIN Florida.
- A [DOH LMS PowerPoint Training Templates Guide](#) to assist with creating and if applicable branding DOH trainings. The link to the DOH PowerPoint training templates and guide are located on the [TRAIN Florida Course Providers Knowledge Center](#) – web page and in the TRAIN Florida Library under the FDOH PowerPoint Templates category

For additional information on the [DOH Training Content Standards](#), please visit the [TRAIN Florida Knowledge Center](#).

